

# Best Practice Model Implementation Guide

## **Collaboration benefits law enforcement, mental health, and consumers by:**

- Providing mental health assistance with potential emergency detention assessment
- Selecting the best disposition/care option from available alternatives
- Sharing information (HIPAA compliant), responsibility, and liability
- Saving officer time overall, i.e., less travel, court time, etc.
- Gaining mutual understanding and acceptance through cross training and working more closely together
- Saving precious resources - time, money, and energy - to be used more efficiently
- Reducing the number of emergency detentions (EDs)

**The following are suggestions that can help a county system enhance working relationships between law enforcement and mental health when responding to potential emergency detentions**

## **Ways to enhance the current system**

### **I. Establish collaborative departmental policies and procedures including:**

- Developing local agreements regarding law enforcement contacting crisis staff/mental health when an emergency detention is being considered
- Formalizing mental health response and assistance for law enforcement with crisis resolution and best disposition, which may include on-site stabilization, non-hospital stabilization (if available), hospital admission, or emergency detention
- Assuring mental health provides follow-up care and support
- Identifying shared liability when mental health becomes involved
- Developing agreements with local corporation counsel to "dismiss or drop" an ED

### **II. Accept best practice models:**

All counties in Wisconsin should adopt and endorse the **Proposal for "Best Practices regarding Crisis Intervention and 51.15s."** This basic level of collaboration between law enforcement and human services should be available in all counties to the extent that resources and capacity permit.

Some existing crisis intervention program models are very good examples of collaboration between law enforcement and human services developed here in Wisconsin, as well as some nationally recognized collaborative models. Counties may want to investigate and adopt aspects of these programs that best fit their needs and unique situation. Some of these models are listed below:

- Brown County: *Tarra Bailey* - 920.436.4360
- Marathon County: *Jeff Lewis* - 715.848.4467
- Appleton, WI Police Department: *John Wallschlager* - 920.832.5500
- Waushara County: *Bob Holzman* - 920.787.4656
- Kenosha County: *Stephany Brackett* - 262.657.7188
- Dane County ( Mobile Crisis Teams) : *Karen Stevenson* - 608.280.2602
- Milwaukee County ( Mobile Crisis Teams) : *Chris Morano* - 414.257.7212
- Memphis Crisis Intervention Team (CIT) : *Lt. Sam Cochran* - 901.545.5735

### **III. Law enforcement Academy**

- Support best practice model(s) to enhance collaboration state wide
- Adopt best practice model(s) as part of Academy training
- Include cultural competency issues regarding special populations

### **IV. Training that includes:**

- Cross training to better understand - law enforcement and mental health
- How best to assist law enforcement
- On-site and phone consultation
- Risk assessment (homicide/suicide), mental health issues
- Liability issues, for example, under what conditions may an officer transfer care and responsibility for an individual when law enforcement is the first point of contact.
- Understanding Chapter 51.15 ( Emergency Detentions)
- When is an ED necessary, when can alternatives be considered
- Use of safety plans
- Cultural competency issues involved when serving people with special needs including: deaf and hard of hearing, cognitive disabilities, AODA, children/adolescents, physical disabilities, and elderly

### **V. Other items for discussion, training and possible policy change:**

- Review the routine use of restraints when transporting clients; suggest that law enforcement adopt policies that would allow for safe transport and for officers to use discretion in determining when and how restraints are used.
- Recognize that in some situations people with mental illness may, in fact, feel calmer if they are not restrained and thus pose less risk for self-harm.
- Balancing the rights of clients with safety.

**VI. Training and consultation resources to assist with best practice implementation:**

Jeff Lewis, Crisis Intervention Consultant, Bureau of Mental Health and Substance Abuse (BMHSAS) - 715.848.4467

George Hulick, Clinical Consultant, Bureau of Mental Health and Substance Abuse (BMHSAS) - 608.266.0907

Ron Diamond, M.D., Psychiatric Consultant, Bureau of Mental Health and Substance Abuse (BMHSAS) - 608.263.6098

Linda Russell, Deaf and Hard of Hearing Specialist, Bureau of Mental Health and Substance Abuse (BMHSAS) - 608.261.9314 TTY

David Mays, M.D., Mendota Mental Health Institute - 608.301.1575

Nancy Pierce, Dane County, - 608.550.9300

Bob Holzman, Waushara County Crisis Program Director - 920.787.4656

Sue Riseling, UW Police Chief, - 608.262.4527

Kurt Heuer, Wood County Sheriff, Sheriff's Association - 715.421.8732

David Peterson, Waushara County Sheriff - 920.787.3321

John Wallschlager, Appleton Police Department - 920.832.5500

NAMI of Wisconsin - Jennie Lowenberg - 1.800.236.2988